END-TO-END PERFORMANCE TOOL AND METHOD FOR MONITORING

ELECTRONIC-COMMERCE TRANSACTIONS

ABSTRACT OF THE DISCLOSURE

5   A method and apparatus for monitoring electronic commerce transactions. A network delay agent, coupled to the access point for the electronic commerce provider's system is operable to send and receive communications to a designated customer's site for measuring network transport latency. Application test latency is also determined. An application monitor agent that is coupled to the electronic commerce provider's access point sends application tests that correspond to tasks performed during a typical electronic commerce transaction, to the electronic commerce provider's system. The time required for the electronic commerce provider's system to perform the indicated tasks and return a response to the application monitor agent is recorded as application test latency. Network transport latency and application test latency are displayed to indicate the delays that are experienced by a user in executing an electronic commerce order.